## CHAPTER 256: EMERGENCY DEPARTMENT (ED) AND URGENT CARE CLINIC (UCC)

## 1   PURPOSE AND SCOPE

VHA Handbook 1101.05 was used as reference in the development of this document.

This document outlines Space Planning Criteria for Chapter 256: Emergency Services. It applies to all medical facilities at the Department of Veterans Affairs (VA).

This chapter is formatted to address the ED and UCC independently as stated in VA policy documents. A coexisting ED and UCC shall be addressed based on local facility requirements. Depending on the operational structures of a facility, a coexisting ED/UCC can adapt the space criteria in this chapter to suit their needs, and avoid unnecessary duplication of spaces.

## 2   DEFINITIONS

ALOS: Acronym for "Average Length of Stay".

Clinic Stop: A clinic stop is one encounter of a patient with a healthcare provider. Per these criteria, the clinic stop is the workload unit of measure for space planning. One individual patient can have multiple procedure / suite stops in a single visit or in one day. Clinic Stops are captured in the Stop Codes.

Emergency Care: Emergency care is the resuscitative or stabilizing treatment needed for any acute medical or psychiatric illness or condition that poses a threat of serious jeopardy to life, serious impairment of bodily functions, or serious dysfunction of any bodily organ or part.

Emergency Department (ED): An ED is a unit that is dedicated to providing resuscitative therapy and stabilization in life threatening situations. It is staffed and equipped to provide initial evaluation, treatment, and disposition for a broad spectrum of illnesses, injuries, and psychiatric disorders, regardless of the level of severity. Care is provided in a clearly defined area dedicated to the ED and operates 24 hours a day, 7 days a week (24/7).

Emergency Medical Services (EMS): EMS is a type of emergency service dedicated to providing out-of-hospital acute medical care and/or transport to definitive care, to patients with illnesses and injuries which the patient, or the medical practitioner, believes constitutes a medical emergency.

Full-Time Equivalent (FTE): A staffing parameter equal to the amount of time assigned to one full time employee. It may be composed of several part-time employees whose total time commitment equals that of a full-time employee. One FTE equals a 40 hours per week.

Functional Area (FA): The grouping of rooms and spaces based on their function within a clinical service. Functional Areas for both Emergency Department and Urgent Care Clinic include: Reception Area, Patient Care Area, Ancillary Patient Care Area, Support Area, Staff and Administrative Area, and Education Area.

Input Data Statements: A set of questions designed to elicit information about the healthcare project in order to create a Program for Design (PFD) (see definition below) based on the criteria parameters set forth in this document. Input Data Statements could be Mission related, based in the project's Concept of Operations; and Workload or Staffing related, based on projections and data provided by the VHA or the VISN about the estimated model of operation for the facility. This information is processed through mathematical and logical operations in VA-SEPS (see definition below).

Isolation / Restraint: A method of involuntary restriction, chemical or physical, of an individual's freedom of movement, physical activity, or normal access to his /her body.

Mental Health Intervention Suite: Includes a Mental Health Intervention room, anteroom for nurse observation and charting, and a toilet. The suite should be designed to keep the patient under direct supervision.

Mental Health Intervention: A mental health intervention is where seriously disturbed, agitated, or intoxicated patients may be taken immediately on arrival. It provides an environment suitable for the rapid medical and psychiatric evaluation of dangerously unstable situations and the capacity to safely control them. When possible, it should be away from the waiting area and have a nursing station or work area adjacent. While it is not a seclusion room, it should meet the standards for seclusion room construction outlined in the Mental Health Environment of Care Checklist (found at: http://vaww.ncps.med.va.gov/guidelines.html). NOTE: *This is an internal Web site and is not available to the public.* If possible, all VHA EDs and UCCs need to have one room meeting these requirements in the ED or UCC. This room was previously called Isolation / Seclusion Room.

Military Sexual Trauma (MST) (defined according to Title 38 U.S. Code 1720D): "physical assault of a sexual nature, battery of a sexual nature or sexual harassment that occurred while a Veteran was serving on active duty or active duty for training." Sexual harassment is further defined as "repeated, unsolicited verbal or physical contact of a sexual nature which is threatening in character." The location where the sexual trauma occurred, the genders of the people involved, and their relationship to each other do not matter.

NSF: Acronym for "Net Square Feet." The area of a room/space as measured from the inside surface of a wall to the inside surface of the opposite wall.

Observation Patient: An observation patient is a patient with a medical, surgical, or psychiatric condition showing a degree of instability or disability that needs to be monitored, evaluated, and assessed for either admission to inpatient status or assignment to care in another setting.

Observation Unit: An observation unit is a designated area that can be either a virtual unit located anywhere in the facility, or a unit located in close proximity to the ED where patients with medical, surgical, or psychiatric conditions can be kept for up to 23 hours and 59 minutes for extended monitoring, evaluation, and treatment.

Observation Status Bed: An observation status bed is a bed in the ED where patients with medical, surgical, or psychiatric conditions can be kept for up to 23 hours and 59 minutes for extended monitoring, evaluation, and treatment. These beds must be in close proximity to a nurse's station / work area to facilitate observation.

Program for Design (PFD): A listing of all of the spaces and rooms to included in a service and the corresponding net square foot area of each space and room. This listing of spaces and rooms is based on criteria set forth in this document and specific information about Program Mission, Workload projections and Staffing levels authorized.

Reception: This is the Meet/Greet function for the clinic; may serve as check-in for appointments.

SEPS (VA-SEPS): Acronym for "Space and Equipment Planning System", a digital tool developed by the Department of Defense (DoD) and the Department of Veterans Affairs to generate a Program for Design (PFD) and an Equipment List for a VA healthcare project based on specific information entered in response to Input Data Statements. VA-SEPS incorporates the propositions set forth in this chapter as well as all chapters in VA's PG-18-9. VA-SEPS has been designed to aid healthcare planners in creating a program for design based on a standardized set of criteria parameters.

SANE: Acronym for "Sexual Assault Nurse Examiner".

Stop Code: A measure of workload including clinic stops forecasted by the Office of Policy and Planning (OPP) for all Strategic Planning Categories at Medical Center and Outpatient Clinic levels. Other workload indicators are (annual) bed-days of care and (annual) scripts filled.

Urgent Care: Urgent care is unscheduled ambulatory care for an acute medical or psychiatric illness or minor injuries for which there is a pressing need for treatment to prevent deterioration of the condition or impairing possible recovery.

Urgent Care Clinic (UCC): An UCC is a facility that encompasses the spaces required to provide ambulatory medical care for patients without a scheduled appointment who are in need of immediate attention for an acute medical or psychiatric illness, or minor injuries.

Workload: Emergency Department / Urgent Care Clinic workload is captured by the following Stop Codes: 130: Emergency Department and 131: Urgent Care are used as criteria parameters to capture workload and drive the space calculation.

## 3   OPERATING RATIONALE AND BASIS OF CRITERIA

Workload Projections or planned services / modalities for a specific VA medical center, hospital or satellite outpatient clinic project are generated by the VA Office of Policy and Planning (OPP) based upon the expected veteran population in the respective market / service area. Healthcare and clinical planners working on VA medical center, hospital or satellite outpatient clinic projects shall utilize and apply the workload based criteria identified, herein, services and modalities to determine space requirements for the project.

Space planning criteria have been developed on the basis of an understanding of the activities involved in the functional areas required for Emergency Department / Urgent Care Clinic and its relationship with other services of a medical facility. These criteria are predicated on established and/or anticipated best practice standards, as adapted to provide environments supporting the highest quality heath care for Veterans.

Exam / Treatment Room capacity calculation per year should be based on:

$$\frac{\text{Operating Days per Year x Hours of Operation per Day}}{\text{Average Length of Stay (ALOS) in Minutes / 60 Minutes}} = \begin{array}{l}\text{Annual Room}\\\text{Workload Capacity}\end{array}$$

A. The general Criteria Planning model for a VA ED/UCC facility assumes 365 Operating Days per Year and 24 Hours of Operation per Day for Emergency Departments (EDs), and 250 Operating Days per Year and 8 Hours of Operation per Day for Urgent Care Clinics (UCCs). Room capacity for UCCs will fluctuate as hours of operation are modified.

B. Exam / Treatment Room calculation based on workload methodology; Calculation Parameters:

   1. Fixed Values:

      a. Operating Days per year:

         a) Emergency Department (ED): 365

         b) Urgent Care Clinic (UCC): 250

      b. Hours of Operation per day:

         a) Emergency Department (ED): 24

      b)  Urgent Care Clinic (UCC): 8

2. User provided Variables:

   a. Room Utilization Factor

   b. Average Length of Stay (ALOS) in minutes

3. <u>Exam / Treatment Room Calculation</u>:

$$\frac{\text{Operating Days per Year x Hours of Operation per Day}}{\text{ALOS in Minutes / 60 Minutes}} = \text{Annual Room Workload Capacity}$$

The resulting Annual Room Workload Capacity, expressed in Clinic Stops, represents a 100% Utilization Factor for the Exam / Treatment Room, which is not realistic.

The suggested ALOS range and default value implemented in SEPS is:

a. Emergency Department (ED) Range: 30 to 360 minutes; default: 180

b. Urgent Care Clinic (UCC) Range: 30 to 240 minutes; default: 120

The suggested Utilization Factor range and default value implemented in SEPS is:

a. Emergency Department (ED): 75%

b. Urgent Care Clinic (UCC): 80%

Annual Room Workload Capacity in Clinic Stops x
Utilization Factor = Project-Based Annual Room Workload Capacity

<u>Example for Emergency Department (ED)</u>:

    Step 1:

$$\frac{\text{365 Operating Days per Year x 24 Hours of Operation per Day}}{\text{180 Minutes / 60 Minutes}} = \text{2,920 ED Annual Room Workload Capacity}$$

    Step 2:
    2,920 x 0.75 (Utilization Factor) = 2,190 ED Project-Based Annual Room Workload Capacity

    Step 3:
    How many Emergency Department (ED) annual Clinic Stops (Stop Code 130) are projected / ED Project-Based Annual Room Workload Capacity = Number of Exam / Treatment Rooms

<u>Example for Urgent Care Clinic (UCC)</u>:

    Step 1:

$$\frac{\text{250 Operating Days per Year x 8 Hours of Operation per Day}}{\text{120 Minutes / 60 Minutes}} = \text{1,000 UCC Annual Room Workload Capacity}$$

Step 2:
1,000 x 0.85 (Utilization Factor) = 850 UCC Project-Based Annual Room Workload Capacity

Step 3:
How many Urgent Care Clinic (UCC) annual Clinic Stops (Stop Code 131) are projected / UCC Project-Based Annual Room Workload Capacity = Number of Exam / Treatment Rooms.

## 4   EMERGENCY DEPARTMENT (ED) INPUT DATA STATEMENTS

A.   Emergency Mission Input Data Statements
   1.   Is an Emergency Department (ED) authorized? (M)
      a.   Is an ED Orthopedics Cast Room authorized? (M)
      b.   Is an ED On-Call Room authorized? (M)
      c.   Is an ED Lab Area authorized? (M)
      d.   Is an ED Disaster Mitigation Supplies Storage authorized? (M)
      e.   Is the projected Urgent Care Clinic (UCC) workload authorized to be captured by the Emergency Department (ED)? (M)
      f.   How many Urgent Care Clinic (UCC) Clinic Stops (Stop Code 131) to be captured by ED are projected? (W)

B.   Emergency Workload Input Data Statements
   1.   How many Emergency Department (ED) annual Clinic Stops (Stop Code 130) are projected? (W)
      a.   What is the Average Length of Stay (ALOS) in minutes of a patient in the Emergency Department Exam / Treatment Room? (Misc)
      b.   What is the ED Exam / Treatment Room Utilization Factor established for this Project? (Misc) (Please enter a whole percentage value, for example: 75)

C.   Emergency Staffing Input Data Statements
   1.   How many ED Reception Clerk FTE positions are authorized? (S)
   2.   How many ED Eligibility Clerk FTE positions are authorized? (S)
   3.   How many ED Admitting Clerk FTE positions are authorized? (S)

D.   Emergency Miscellaneous Input Data Statements
   1.   How many ED Mental Health Exam / Treatment rooms, greater than one, are authorized? (Misc)
   2.   How many ED FTEs will work on peak shift? (Misc)
   3.   How many ED FTE positions are not authorized to have an office or work space? (Misc)
   4.   Is an ED General Radiology Procedure Room authorized? (Misc)
   5.   Is an ED CT Procedure Room authorized? (Misc)
   6.   Is an ED SANE Exam / Treatment Room authorized? (Misc)
   7.   Is decontamination capability authorized for the Emergency Department (ED)? (Misc)

## 5    SPACE CRITERIA: EMERGENCY DEPARTMENT (ED)

### A.   FA1: Emergency Department: Reception Area:

1.  **Vestibule, Emergency Department (LOB02)........................200 NSF (18.6 NSM)**
    *Provide one if an Emergency Department (ED) is authorized.*

2.  **Waiting, General (WRC01)....................................................150 NSF (14.0 NSM)**
    *Minimum NSF; provide an additional 50 NSF per each Emergency Department (ED) Exam / Treatment Room, Negative Pressure Isolation Exam / Treatment Room, Positive Pressure Isolation Exam / Treatment Room, Bariatric Exam / Treatment Room, and SANE Exam / Treatment Room greater than three; maximum 800 NSF, if an Emergency Department (ED) is authorized.*

    Allocated minimum NSF provides for six standard seats, three wheelchair accessible seats and circulation. The additional 50 NSF allocates space for one accessible seat, two standard seats and circulation. Waiting should be adjacent to the patient entrance and be under visual control of the Reception Area.

3.  **Reception / Check-In (RECP1) .................................................80 NSF (7.5 NSM)**
    *Minimum NSF; provide an additional 40 NSF per each Reception, Eligibility and Admitting Clerk FTE position authorized greater than two if an Emergency Department (ED) is authorized.*

    This space accommodates patient check-in and scheduling activities.

4.  **Alcove, Copier / Printer (RPR03)..............................................40 NSF (3.8 NSM)**
    *Provide one if an Emergency Department (ED) is authorized.*

5.  **Consultation Room (OFDC2).................................................120 NSF (11.2 NSM)**
    *Provide one if an Emergency Department (ED) is authorized.*

    This room will also be used as family consultation, grieving (bereavement), conflict resolution, quiet room, etc.

6.  **Security Station (RECP2) .........................................................30 NSF (2.8 NSM)**
    *Provide one if an Emergency Department (ED) is authorized.*

    Locate this space adjacent to Reception / Check-in.

7.  **Toilet, Public (TLTU1) ...............................................................60 NSF (5.6 NSM)**
    *Minimum two, provide an additional two for every increment of ten Emergency Department (ED) Exam / Treatment Rooms, Negative Pressure Isolation Exam / Treatment Rooms, Positive Pressure Isolation Exam / Treatment Rooms, Bariatric Exam / Treatment Rooms, and SANE Exam / Treatment Rooms greater than ten if an Emergency Department (ED) is authorized.*

    When more than two rooms are provided, consideration should be given to multi-fixture toilet rooms in lieu of additional private toilet rooms.

8.  **Vending Area (BX001) ...............................................................40 NSF (3.8 NSM)**
    *Provide one if an Emergency Department (ED) is authorized.*

9.  **Alcove, Public Telephone (LOB03)...........................................20 NSF (1.9 NSM)**
    *Provide one if an Emergency Department (ED) is authorized.*

10. **Alcove, Water Fountain (LOB04).............................................20 NSF (1.9 NSM)**
    *Provide one if an Emergency Department (ED) is authorized.*

    Allocated NSF accommodates one high and one low mounted fountain per ADA requirements.

11. **Alcove, Wheelchair / Stretcher / Lift (SRLW1)** ........................ 60 NSF (5.6 NSM)
*Provide one if an Emergency Department (ED) is authorized.*

B. **FA 2: Emergency Department: Patient Care Area:**

1. **Patient Room, Triage (EXTR1)** ............................................. 140 NSF (13.1 NSM)
*Minimum two; provide an additional one for every increment of ten Emergency Department (ED) Exam / Treatment Rooms, Negative Pressure Isolation Exam / Treatment Rooms, Positive Pressure Isolation Exam / Treatment Rooms, Bariatric Exam / Treatment Rooms, and SANE Exam / Treatment Rooms greater than ten if an Emergency Department (ED) is authorized.*

2. **Exam / Treatment Room (TRET4)** ......................................... 140 NSF (13.1 NSM)
*Determine the total number of Emergency Department (ED) Exam / Treatment Rooms by dividing the number of projected Emergency Department (ED) clinic stops (Stop Code 130) [and the projected Urgent Care Clinic (UCC) clinic stops (Stop Code 131) if Urgent Care Clinic (UCC) workload is authorized to be captured by the Emergency Department (ED)] by the calculated number of ED Project-Based Annual Room Workload Capacity determined in Step 2, Section 3 above; deduct **one** (one Negative Pressure Isolation Exam / Treatment Room) if the total number of calculated Emergency Department (ED) Exam / Treatment Rooms is two; deduct **two** (one Negative Pressure Isolation Exam / Treatment Room and one Positive Pressure Isolation Exam / Treatment Room) if the total number of calculated Emergency Department (ED) Exam / Treatment Rooms is three; deduct **three** (one Negative Pressure Isolation Exam / Treatment Room and one Positive Pressure Isolation Exam / Treatment Room and one SANE Exam / Treatment Room) if the total number of calculated Emergency Department (ED) Exam / Treatment Rooms is four and if a SANE Exam / Treatment Room is authorized; deduct **four** (one Negative Pressure Isolation Exam / Treatment Room and one Positive Pressure Isolation Exam / Treatment Room, one Bariatric Exam / Treatment Room and one SANE Exam / Treatment Room) if the total number of calculated Emergency Department (ED) Exam / Treatment Rooms is between five and fifteen and if a SANE Exam / Treatment Room is authorized; deduct **five** (one Negative Pressure Isolation Exam / Treatment Room and one Positive Pressure Isolation Exam / Treatment Room, two Bariatric Exam / Treatment Rooms and one SANE Exam / Treatment Room) if the total number of calculated Emergency Department (ED) Exam / Treatment Rooms is greater than fifteen and if a SANE Exam / Treatment Room is authorized.*

3. **Exam / Treatment Room,**
**Negative Pressure Isolation (TRET4)** ................................... 140 NSF (13.1 NSM)
*Provide one if an Emergency Department (ED) is authorized.*

4. **Anteroom, Negative Pressure Isolation (BRAR1)** ................... 60 NSF (5.6 NSM)
*Provide one per each Negative Pressure Isolation Exam / Treatment Room if an Emergency Department (ED) is authorized.*

5. **Exam / Treatment Room,**
**Positive Pressure Isolation (TRET4)** ................................... 140 NSF (13.1 NSM)
*Provide one if an Emergency Department (ED) is authorized.*

6. **Toilet, Isolation Patient (TLTU1)** ........................................... 60 NSF (5.6 NSM)
*Provide one per each Negative and Positive Pressure Isolation Room if an Emergency Department (ED) is authorized.*

7. **Exam / Treatment Room, Bariatric (TRET6) .........................225 NSF (21.0 NSM)**
*Provide one if the total number of Emergency Department (ED) Exam / Treatment Rooms is between 4 and 15; provide two if the total number of Emergency Department (ED) Exam / Treatment Rooms is greater than 15; if an Emergency Department (ED) is authorized.*

8. **Toilet, Bariatric Patient (TLTB1)................................................75 NSF (7.0 NSM)**
*Minimum one; provide an additional one for every increment of four Bariatric Exam / Treatment Rooms greater than four if an Emergency Department (ED) is authorized.*

9. **Exam / Treatment, SANE (EXRG9).........................................140 NSF (13.1 NSM)**
*Provide one if a SANE Exam Treatment Room and an Emergency Department (ED) are authorized.*

10. **Toilet / Shower, SANE Patient (TLTS2)....................................80 NSF (7.5 NSM)**
*Provide one if a SANE Exam Treatment Room and an Emergency Department (ED) are authorized.*

11. **Consult Room, SANE (OFDC2) .............................................120 NSF (11.2 NSM)**
*Provide one if a SANE Exam Treatment Room and an Emergency Department (ED) are authorized.*

12. **Storage, SANE Evidence (SRS01)............................................30 NSF (2.8 NSM)**
*Provide one if a SANE Exam Treatment Room and an Emergency Department (ED) are authorized.*

13. **Resuscitation Room (TRET3)................................................275 NSF (25.6 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

14. **Storage, Resuscitation Room Supplies (SRS01) .....................80 NSF (7.5 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

15. **Procedure Room (TRPR1) ....................................................180 NSF (16.8 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

16. **Exam / Treatment Room, Mental Health (OPMH4) ..............140 NSF (13.1 NSM)**
*Minimum one; provide an additional one per each Mental Health Exam / Treatment Room, greater than one, authorized and if an Emergency Department (ED) is authorized.*

17. **Toilet, Mental Health Patient (TLTP1) .....................................60 NSF (5.6 NSM)**
*Minimum one; provide an additional one for every increment of two Mental Health Exam / Treatment Rooms greater than four if an Emergency Department (ED) is authorized.*

18. **Intervention (Seclusion) Room, Mental Health (BRNP5) ........80 NSF (7.5 NSM)**
*Minimum one; provide an additional one for every increment of four Mental Health Exam / Treatment Rooms greater than four if an Emergency Department (ED) is authorized.*

This space meets the criteria for a Seclusion / Restraint Room.

19. **Observation Station, Mental Health (NSTA4) ..........................80 NSF (7.5 NSM)**
*Minimum NSF; provide an additional 20 NSF per each Mental Health Exam / Treatment Room greater than four if an Emergency Department (ED) is authorized.*

20. **Cast Room, Orthopedics (OPCR1)** ......................................... **240 NSF (22.3 NSM)**
*Provide one if an Orthopedics Cast Room and an Emergency Department (ED) are authorized.*

Allocated NSF accommodates storage space for crutches, canes, and walkers.

21. **Toilet, Patient (TLTU1)** ................................................. **60 NSF (5.6 NSM)**
*Minimum two, provide an additional one for every increment of ten Emergency Department (ED) Exam / Treatment Rooms greater than ten if an Emergency Department (ED) is authorized.*

Locate one Patient Toilet adjacent and directly accessible from one of the Emergency Department (ED) Exam / Treatment Rooms for female Veteran patients.

22. **Shower, Patient (SHWR1)** ............................................... **60 NSF (5.6 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

Locate adjacent to Patient Toilet.

C.  **FA 3: Emergency Department Observation Patient Care Area:**

1.  **Observation Room (TRET4)** ................................................ **140 NSF (13.1 NSM)**
*Minimum four; provide an additional four if the total number of Emergency Department (ED), Negative Pressure Isolation, Positive Pressure Isolation, Bariatric, and SANE Exam / Treatment Rooms is greater than ten if an Emergency Department (ED) is authorized.*

Room provided for ED patients who require services beyond their initial ED care to determine the need for inpatient admission. Further diagnostic evaluation, continued therapy or management of acute psycho-social issues are provided in this space are examples of services provided in this room.

2.  **Staff Observation Station (NSTA4)** ........................................... **80 NSF (7.5 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

3.  **Toilet, Patient (TLTU1)** ................................................. **60 NSF (5.6 NSM)**
*Minimum one, provide an additional one for every increment of four Observation Rooms greater than four if an Emergency Department (ED) is authorized.*

D.  **FA 4: Emergency Department: Imaging Patient Care Area:**

1.  **Sub-Waiting, Imaging Patient (WRC01)** ..................................... **60 NSF (5.6 NSM)**
*Minimum NSF; provide two, one for male and one for female, if the total number of General Radiology Procedure Rooms, CT Procedure Rooms or MRI Scanning Rooms authorized is one; provide an additional 30 NSF per each General Radiology Procedure Room, CT Procedure Room, and MRI Scanning Room authorized greater than two and if an Emergency Department (ED) is authorized.*

2.  **Dressing Area, Imaging Patient (DR001)** ................................. **80 NSF (7.5 NSM)**
*Provide one per each Imaging Sub-Waiting if an Emergency Department (ED) is authorized.*

3.  **Toilet, Imaging Patient (TLTU1)** ............................................. **60 NSF (5.6 NSM)**
*Provide one per each Imaging Sub-Waiting if an Emergency Department (ED) is authorized.*

4.  **Procedure Room, General Radiology (XDR01)** ................... **400 NSF (37.2 NSM)**
*Provide one if a General Radiology Procedure Room and if an Emergency Department (ED) is authorized.*

5. **Alcove, General Radiology Control (XDRC1)**..........................**40 NSF (3.8 NSM)**
*Provide one per each General Radiology Procedure Room if an Emergency Department (ED) is authorized.*

6. **Procedure Room, CT (XCTS1)**...............................................**400 NSF (37.2 NSM)**
*Provide one if a CT Procedure Room and an Emergency Department (ED) is authorized.*

7. **Alcove, CT Control (XCTC1)**...................................................**100 NSF (9.3 NSM)**
*Provide one per each CT Procedure Room if an Emergency Department (ED) is authorized.*

E. **FA 5: Emergency Department: Support Area:**

1. **Team Workroom (NSTA1)**.......................................................**30 NSF (2.8 NSM)**
*Minimum NSF; provide an additional 30 NSF per each ED FTE working on peak shift.*

The Team Workroom serves as the working and control center for all Emergency Department (ED) staff. The NSF may be distributed (centralized or decentralized) per individual project design.

2. **Pneumatic Tube Station (NT001)** ............................................**20 NSF (1.9 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

3. **On-Call Room (DUTY1)** ...........................................................**120 NSF (11.2 NSM)**
*Provide one if an On-Call Room and an Emergency Department (ED) are authorized.*

4. **Toilet / Shower, On-Call Room (TLTS1)**...................................**80 NSF (7.5 NSM)**
*Provide one if an On-Call Room and an Emergency Department (ED) are authorized.*

5. **Medication Room (MEDP1)**......................................................**80 NSF (7.5 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

6. **Nourishment Room (NCWD3)** .................................................**80 NSF (7.5 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

7. **Laboratory, Satellite (LBSP1)**................................................**120 NSF (11.2 NSM)**
*Provide one if a Lab Area and an Emergency Department (ED) are authorized.*

Allocated NSF allows area for a phlebotomy station, specimen storage and microscope work area including a handwash sink.

8. **Decontamination Room (CSED1)**.............................................**150 NSF (14.0 NSM)**
*Provide two if decontamination capability and an Emergency Department (ED) is authorized.*

This room shall be provided with an exterior entry door and an internal door opening into the corridor of the emergency department; one male, one female.

9. **Storage, Decontamination Supplies (SRS01)**...........................**80 NSF (7.5 NSM)**
*Provide two if decontamination capability and an Emergency Department (ED) is authorized.*

10. **Utility Room, Clean (UCCL1)**................................................**120 NSF (11.2 NSM)**
*Minimum one; provide an additional one for every increment of six Emergency Department (ED) Exam / Treatment Rooms, Negative Pressure Isolation Exam / Treatment Rooms, Positive Pressure Isolation Exam / Treatment Rooms, Bariatric Exam / Treatment Rooms, SANE Exam / Treatment Rooms, Triage Patient Room, Procedure Room, and Observation Room greater than six if an Emergency Department (ED) is authorized.*

11. **Utility Room, Soiled (USCL1)**....................................................**80 NSF (7.5 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

12. **Alcove, Clean Linen (LCCL3)**....................................................**60 NSF (5.6 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

13. **Alcove, Wheelchair / Stretcher / Lift (SRLW1)** .........................**80 NSF (7.5 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

14. **Alcove, Emergency Cart (RCA01)**..............................................**20 NSF (1.9 NSM)**
*Minimum one; provide an additional one for every increment of six Emergency Department (ED) Exam / Treatment Rooms, Negative Pressure Isolation Exam / Treatment Rooms, Positive Pressure Isolation Exam / Treatment Rooms, Bariatric Exam / Treatment Rooms, and SANE Exam / Treatment Rooms greater than six if an Emergency Department (ED) is authorized.*

15. **Alcove, Portable Imaging Equipment (XRM01)**........................**20 NSF (1.9 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

16. **Storage, Equipment (SRE01)** ....................................................**80 NSF (7.5 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

17. **Storage, Disaster Mitigation Supplies (SRS01)** ..................**120 NSF (11.2 NSM)**
*Provide one if Disaster Mitigation Supplies Storage and an Emergency Department (ED) is authorized.*

18. **Storage, EMS (SRLW2)**..............................................................**80 NSF (7.5 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

    Allocated NSF accommodates area for EMS Supplies and backboards.

19. **Housekeeping Aides Closet (HAC) (JANC1)**............................**60 NSF (5.6 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

F. **FA 6: Emergency Department: Staff and Administrative Area**:

1. **Office,
   Emergency Department (ED) Director (OFA09)**....................**100 NSF (9.3 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

2. **Office, Nurse Manager (OFA09)**..............................................**100 NSF (9.3 NSM)**
*Provide one if an Emergency Department (ED) is authorized.*

3. **Lounge, Staff (SL001)**.............................................................**200 NSF (18.6 NSM)**
*Minimum NSF; provide an additional 15 NSF per each FTE working on peak shift greater than ten if an Emergency Department (ED) is authorized.*

4. **Locker Room, Staff (LR004)**.....................................................**80 NSF (7.5 NSM)**
*Minimum NSF; provide an additional 8 NSF per each FTE working on peak shift greater than eight if an Emergency Department (ED) is authorized.*

5. **Toilet, Staff (TLTU1)** ...............................................................**60 NSF (5.6 NSM)**
   *Provide two if an Emergency Department (ED) is authorized.*

6. **Lounge, Staff (SL001)** .............................................................**80 NSF (7.5 NSM)**
   *Minimum NSF; provide an additional 15 NSF per each Emergency Department
   (ED) FTE position working on peak shift greater than five; maximum 210 NSF.*

7. **Locker Room, Staff (LR001)** .....................................................**80 NSF (7.5 NSM)**
   *Minimum NSF if total number of Emergency Department (ED) FTE positions not
   authorized to have office or work space is between five and thirteen; provide an
   additional 6 NSF per each Emergency Department (ED) FTE position not
   authorized to have office or work space is greater than thirteen.*

   Provide locker space only for those FTEs without assigned office or work space.
   For less than five FTE combine Locker Room facilities with adjacent department or
   sum in chapter 410.

8. **Toilet, Staff (TLTU1)** ...............................................................**60 NSF (5.6 NSM)**
   Minimum one; provide an additional one for every increment of fifteen *Emergency
   Department (ED)* FTE positions working on peak shift greater than fifteen.

## 6   URGENT CARE CLINIC (UCC) INPUT DATA STATEMENTS

A. Urgent Care Mission Input Data Statements
   1. Is an Urgent Care Clinic (UCC) authorized? (M)
      a. Is an UCC Lab Area authorized? (M)
      b. Is the UCC designated as an Emergency Preparedness Center? (M)

B. Urgent Care Workload Input Data Statements
   1. How many Urgent Care Clinic (UCC) annual Clinic Stops (Stop Code 131)
      are projected? (W)
      a. What is the Average Length of Stay (ALOS) in minutes of a patient in
         the Urgent Care Clinic Exam / Treatment Room? (Misc)
      b. What is the UCC Exam / Treatment Room Utilization Factor established
         for this Project? (Misc) (Please enter a whole percentage value, for
         example: 80)

C. Urgent Care Staffing Input Data Statements
   1. How many UCC Reception Clerk FTE positions are authorized? (S)
   2. How many UCC Eligibility Clerk FTE positions are authorized? (S)
   3. How many UCC Admitting Clerk FTE positions are authorized? (S)

D. Urgent Care Miscellaneous Input Data Statements
   1. How many UCC Mental Health Exam Rooms, greater than one, are
      authorized? (Misc)
   2. How many UCC FTEs will work on peak shift? (Misc)
   3. How many UCC FTE positions are not authorized to have an office or work
      space? (Misc)
   4. Is an UCC General Radiology Procedure Room authorized? (Misc)
   5. Is an UCC SANE Exam / Treatment Room authorized? (Misc)

## 7   SPACE CRITERIA: URGENT CARE CLINIC (UCC)

### A.  FA 7: Urgent Care Clinic: Reception Area:

1. **Vestibule, Urgent Care Clinic (LOB02)** ............................... 200 NSF (18.6 NSM)
   *Provide one if an Urgent Care Clinic (UCC) is authorized.*

2. **Waiting, General (WRC01)** ..................................................... 150 NSF (14.0 NSM)
   *Minimum NSF; provide an additional 50 NSF per each Urgent Care Clinic (UCC) Exam Rooms, Negative Pressure Isolation Exam Rooms, Positive Pressure Isolation Exam Rooms, Bariatric Exam Rooms, and SANE Exam / Treatment Rooms greater than three; maximum 1,000 NSF, if an Urgent Care Clinic (UCC) is authorized.*

   Allocated minimum NSF provides for six standard seats, three wheelchair accessible seats and circulation. The additional 50 NSF allocates space for one accessible seat, two standard seats and circulation. Waiting should be adjacent to the patient entrance and be under visual control of the Reception Area.

3. **Reception / Check-In (RECP1)** ................................................ 80 NSF (7.5 NSM)
   *Minimum NSF; provide an additional 40 NSF per each Reception, Eligibility and Admitting Clerk FTE position authorized greater than two if an Urgent Care Clinic (UCC) is authorized.*

4. **Alcove, Copier / Printer (RPR03)** ............................................. 40 NSF (3.8 NSM)
   *Provide one if an Urgent Care Clinic (UCC) is authorized.*

5. **Consult Room (OFDC2)** .......................................................... 120 NSF (11.2 NSM)
   *Provide one if an Urgent Care Clinic (UCC) is authorized.*

   Allocated NSF accommodates the following functions:  family consultation, grieving, conflict resolution, quiet room, eligibility, HAS, etc.

6. **Security Station (RECP2)** .......................................................... 30 NSF (2.8 NSM)
   *Provide one if an Urgent Care Clinic (UCC) is authorized.*

   Locate this space adjacent to Reception / Check-in.

7. **Toilet, Public (TLTU1)** ............................................................... 60 NSF (5.6 NSM)
   *Minimum two, provide an additional two for every increment of ten Urgent Care Clinic (UCC) Exam Rooms, Negative Pressure Isolation Exam Rooms, Positive Pressure Isolation Exam Rooms, Bariatric Exam Rooms, and SANE Exam / Treatment Rooms greater than ten if an Urgent Care Clinic (UCC) is authorized.*

8. **Vending Area (BX001)** ............................................................... 40 NSF (3.8 NSM)
   *Provide one if an Urgent Care Clinic (UCC) is authorized.*

9. **Alcove, Public Telephone (LOB03)** .......................................... 20 NSF (1.9 NSM)
   *Provide one if an Urgent Care Clinic (UCC) is authorized.*

10. **Alcove, Water Fountain (LOB04)** ............................................. 20 NSF (1.9 NSM)
    *Provide one if an Urgent Care Clinic (UCC) is authorized.*

    Allocated NSF accommodates one high and one low mounted fountain per ADA requirements.

11. **Alcove, Wheelchair / Stretcher / Lift (SRLW1)** ......................... 60 NSF (5.6 NSM)
    *Provide one if an Urgent Care Clinic (UCC) is authorized.*

B. **FA 8: Urgent Care Clinic: Patient Care Area:**

1. **Patient Room, Triage (EXTR1) .............................................120 NSF (11.2 NSM)**
   *Minimum two; provide an additional one for every increment of ten Urgent Care Clinic (UCC) Exam Rooms, Negative Pressure Isolation Exam Rooms, Positive Pressure Isolation Exam Rooms, Bariatric Exam Rooms, and SANE Exam / Treatment Rooms greater than ten if an Urgent Care Clinic (UCC) is authorized.*

2. **Exam Room (EXRG0).........................................................120 NSF (11.2 NSM)**
   *Determine the total number of Urgent Care Clinic (UCC) Exam Rooms by dividing the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) by the calculated number of UCC Project-Based Annual Room Workload Capacity determined in Step 2, Section 3 above; deduct one (__one__ Negative Pressure Isolation Exam) if the total number of calculated Urgent Care Clinic (UCC) Exam Rooms is two; deduct __two__ (one Negative Pressure Isolation Exam and __one__ Positive Pressure Isolation Exam) if the total number of calculated Urgent Care Clinic (UCC) Exam Rooms is three; deduct __three__ (one Negative Pressure Isolation Exam and __one__ Positive Pressure Isolation Exam and __one__ SANE Exam) if the total number of calculated Urgent Care Clinic (UCC) Exam Rooms is four and if a SANE Exam Room is authorized; deduct __four__ (one Negative Pressure Isolation Exam Room and __one__ Positive Pressure Isolation Exam Room, __one__ Bariatric Exam Room and __one__ SANE Exam Room) if the total number of calculated Urgent Care Clinic (UCC) Exam Rooms is between five and twelve and if a SANE Exam Room is authorized; deduct __five__ (one Negative Pressure Isolation Exam Room and __one__ Positive Pressure Isolation Exam Room, two Bariatric Exam Rooms and __one__ SANE Exam Room) if the total number of calculated Urgent Care Clinic (UCC) Exam Rooms is greater than twelve and if a SANE Exam Room is authorized and if an Urgent Care Clinic (UCC) is authorized.*

   In order to generate a baseline Urgent Care Clinic (UCC) Program for Design (PFD), at least four UCC Exam / Treatment Rooms must be generated by the following combined variables: Projected Workload, Average Length of Stay (ALOS) and Room Efficiency Factor.

3. **Exam Room, Negative Pressure Isolation (EXRG0)............120 NSF (11.2 NSM)**
   *Provide one if an Urgent Care Clinic (UCC) is authorized.*

4. **Anteroom, Negative Pressure Isolation (BRAR1) ...................60 NSF (5.6 NSM)**
   *Provide one per each Negative Pressure Isolation Exam Room if an Urgent Care Clinic (UCC) is authorized.*

5. **Exam Room, Positive Pressure Isolation (EXRG0).............120 NSF (11.2 NSM)**
   *Provide one if an Urgent Care Clinic (UCC) is authorized.*

6. **Toilet, Isolation Patient (TLTU1).............................................60 NSF (5.6 NSM)**
   *Provide one per each Positive and Negative Pressure Room if an Urgent Care Clinic (UCC) is authorized.*

7. **Exam Room, Bariatric (EXB01) ...........................................225 NSF (21.0 NSM)**
   *Provide one if the total number of Urgent Care Clinic (UCC) Exam / Treatment Rooms is between 4 and 12; provide two if the total number of Urgent Care Clinic (UCC) Exam / Treatment Rooms is greater than 12; if an Urgent Care Clinic (UCC) is authorized.*

Accommodations for patient lift and transport shall be provided by either an overhead patient lift system or a portable lifting device capable of lifting a minimum of 800 lbs.

8.  **Toilet, Bariatric Patient (TLTB1)** ..............................................75 NSF (7.0 NSM)
    *Provide one if an Urgent Care Clinic (UCC) is authorized.*

9.  **Exam / Treatment Room, SANE (EXRG9)**............................140 NSF (13.1 NSM)
    *Provide one if a SANE Exam Treatment Room and an Urgent Care Clinic (UCC) are authorized.*

10. **Toilet / Shower, SANE Patient (TLTS2)** ...................................80 NSF (7.5 NSM)
    *Provide one if a SANE Exam Treatment Room and an Urgent Care Clinic (UCC) are authorized.*

11. **Consult Room, SANE (OFDC2)**...........................................120 NSF (11.2 NSM)
    *Provide one if an SANE Exam Treatment Room and an Urgent Care Clinic (UCC) are authorized.*

12. **Storage, SANE Evidence (SRS01)** ..........................................30 NSF (2.8 NSM)
    *Provide one if an SANE Exam Treatment Room and an Urgent Care Clinic (UCC) are authorized.*

13. **Procedure Room (TRPR1)**......................................................180 NSF (16.8 NSM)
    *Provide one if an Urgent Care Clinic (UCC) is authorized.*

14. **Exam Room, Mental Health (OPMH4)**...................................120 NSF (11.2 NSM)
    *Minimum one; provide additional Mental Health Exam Rooms as authorized if an Urgent Care Clinic (UCC) is authorized.*

15. **Toilet, Mental Health Patient (TLTP1)**......................................60 NSF (5.6 NSM)
    *Minimum one; provide an additional one for every increment of two Mental Health Exam Rooms greater than four if an Urgent Care Clinic (UCC) is authorized.*

16. **Intervention Room, Mental Health (BRNP5)** .......................140 NSF (13.1 NSM)
    *Minimum one; provide an additional one for every increment of three Mental Health Exam Rooms greater than three if an Urgent Care Clinic (UCC) is authorized.*

17. **Observation Station, Mental Health (NSTA4)**..........................80 NSF (7.5 NSM)
    *Minimum NSF; provide an additional 20 NSF per each Mental Health Exam Room greater than four if an Urgent Care Clinic (UCC) is authorized.*

18. **Toilet, Patient (TLTU1)**..............................................................60 NSF (5.6 NSM)
    *Provide two if an Urgent Care Clinic (UCC) is authorized.*

    Locate one Patient Toilet adjacent and directly accessible from one of the Urgent Care Clinic (UCC) Exam Rooms for female Veteran patients if an SANE Exam / Treatment Room is not authorized.

19. **Shower, Patient (SHWR1)**........................................................70 NSF (7.0 NSM)
    *Provide one if an Urgent Care Clinic (UCC) are authorized.*

    Locate adjacent to Patient Toilet.

C. <u>**FA 9: Urgent Care Clinic: Imaging Patient Care Area**</u>:

1. **Sub-Waiting, Imaging Patient (WRC01)**....................................60 NSF (5.6 NSM)
   *Minimum NSF; provide two, one for male and one for female, provide an additional 30 NSF per each General Radiology Procedure Room if the total number of General Radiology Procedure Rooms authorized greater than two and if an Urgent Care Clinic (UCC) is authorized.*

2. **Dressing Area, Imaging Patient (DR001)**................................80 NSF (7.5 NSM)
   *Provide one per each Imaging Sub-Waiting if an Urgent Care Clinic (UCC) is authorized.*

3. **Toilet, Imaging Patient (TLTU1)**................................................60 NSF (5.6 NSM)
   *Provide one per each Imaging Sub-Waiting if an Urgent Care Clinic (UCC) is authorized.*

4. **Procedure Room, General Radiology (XDR01)**....................400 NSF (37.2 NSM)
   *Provide one if a General Radiology Procedure Room is authorized and if an Urgent Care Clinic (UCC) is authorized.*

5. **Alcove, General Radiology Control (XDRC1)**..........................40 NSF (3.8 NSM)
   *Provide one if a General Radiology Procedure Room is authorized and if an Urgent Care Clinic (UCC) is authorized.*

D. <u>**FA 10: Urgent Care Clinic: Support Area**</u>:

1. **Team Workroom / Communication Station (NSTA1)**..........120 NSF (11.2 NSM)
   *Minimum NSF; provide an additional 30 NSF for every increment of two Urgent Care Clinic (UCC) Exam Rooms, Negative Pressure Isolation Exam Rooms, Positive Pressure Isolation Exam Rooms, Bariatric Exam Rooms, and SANE Exam / Treatment Rooms greater than six if an Urgent Care Clinic (UCC) is authorized.*

   The Nurse / Communication Station serves as the working and control center for all Urgent Care Clinic (UCC) staff. The NSF may be distributed (centralized or decentralized) per individual project design.

2. **Medication Room (MEDP1)**........................................................80 NSF (7.5 NSM)
   *Provide one if an Urgent Care Clinic (UCC) is authorized.*

3. **Nourishment Room (NCWD3)**....................................................80 NSF (7.5 NSM)
   *Provide one if an Urgent Care Clinic (UCC) is authorized.*

4. **Laboratory, Satellite (LBSP1)**...............................................120 NSF (11.2 NSM)
   *Provide one if a Lab Area and an Urgent Care Clinic (UCC) are authorized.*

   Allocated NSF allows area for a phlebotomy station, specimen storage and microscope work area including a hand wash sink.

5. **Utility Room, Clean (UCCL1)**..................................................120 NSF (11.2  NSM)
   *Minimum NSF; provide an additional 40 NSF for every increment of four Urgent Care Clinic (UCC) Exam Rooms, Negative Pressure Isolation Exam Rooms, Positive Pressure Isolation Exam Rooms, Bariatric Exam Rooms, and SANE Exam / Treatment Rooms, Triage Patient Room, and Procedure Room greater than four if an Urgent Care Clinic (UCC) is authorized.*

6. **Utility Room, Soiled (USCL1)**...................................................80 NSF (7.5 NSM)
   *Provide one if an Urgent Care Clinic (UCC) is authorized.*

7. **Alcove, Clean Linen (LCCL3)**...................................................60 NSF (5.6 NSM)
   *Provide one if an Urgent Care Clinic (UCC) is authorized.*

8. **Alcove, Wheelchair / Stretcher / Lift (SRLW1)** ........................ 60 NSF (5.6 NSM)
*Provide one if an Urgent Care Clinic (UCC) is authorized.*

9. **Alcove, Emergency Cart (RCA01)**............................................. 20 NSF (1.9 NSM)
*Minimum one; provide an additional one for every increment of six Emergency Department (ED) Exam Rooms, Negative Pressure Isolation Exam Rooms, Positive Pressure Isolation Exam Rooms, Bariatric Exam Rooms, and SANE Exam / Treatment Rooms greater than six if an Urgent Care Clinic (UCC) is authorized.*

10. **Alcove, Portable Imaging Equipment (XRM01)**........................ 20 NSF (1.9 NSM)
*Provide one if an Urgent Care Clinic (UCC) is authorized.*

11. **Storage, Equipment (SRE01)** ................................................. 120 NSF (11.2 NSM)
*Provide one if an Urgent Care Clinic (UCC) is authorized.*

12. **Storage, Disaster Mitigation Supplies (SRS01)** ................... 120 NSF (11.2 NSM)
*Provide one if a facility is designated as an Emergency Preparedness Center and if an Urgent Care Center (UCC) is authorized.*

13. **Housekeeping Aides Closet (HAC) (JANC1)**............................ 60 NSF (5.6 NSM)
*Provide one if an Urgent Care Clinic (UCC) is authorized.*

E. **FA 11: Urgent Care Clinic: Staff and Administrative Area**:

1. **Office, Urgent Care Clinic (UCC) Director (OFA09)** .............. 100 NSF (9.3 NSM)
*Provide one if an Urgent Care Clinic (UCC) is authorized.*

2. **Office, Nurse Manager (OFA09)**............................................. 100 NSF (9.3 NSM)
*Provide one if an Urgent Care Clinic (UCC) is authorized.*

3. **Lounge, Staff (SL001)**............................................................. 200 NSF (18.6 NSM)
*Minimum NSF; provide an additional 15 NSF per each FTE working on peak shift greater than ten if an Urgent Care Clinic (UCC) is authorized.*

Staff Lounge to be used for Staff breaks, meetings, etc.

4. **Locker Room, Staff (LR004)**...................................................... 80 NSF (7.5 NSM)
*Minimum NSF; provide an additional 8 NSF per each FTE working on peak shift greater than eight if an Urgent Care Clinic (UCC) is authorized.*

5. **Toilet, Staff (TLTU1)**.................................................................. 60 NSF (5.6 NSM)
*Provide two if an Urgent Care Clinic (UCC) is authorized.*

6. **Lounge, Staff (SL001)**............................................................... 80 NSF (7.5 NSM)
*Minimum NSF; provide an additional 15 NSF per each Urgent Care Clinic (UCC) FTE position working on peak shift greater than five; maximum 210 NSF.*

7. **Locker Room, Staff (LR001)**...................................................... 80 NSF (7.5 NSM)
*Minimum NSF if total number of Urgent Care Clinic (UCC) FTE positions not authorized to have office or work space is between five and thirteen; provide an additional 6 NSF per each Urgent Care Clinic (UCC) FTE position not authorized to have office or work space is greater than thirteen.*

Provide locker space only for those FTEs without assigned office or work space. For less than five FTE combine Locker Room facilities with adjacent department or sum in chapter 410.

8. **Toilet, Staff (TLTU1)**.................................................................. 60 NSF (5.6 NSM)
*Minimum one; provide an additional one for every increment of fifteen Urgent Care Clinic (UCC) FTE positions working on peak shift greater than fifteen.*

## 8    PLANNING AND DESIGN CONSIDERATIONS

A.  Department Net to Gross Conversion factor (DNTG) for Emergency Services is **1.50**. This number, when multiplied by the programmed net square foot (NSF) area, determines the Departmental Gross Square Feet (DGSF).

B.  Corridors for Emergency Department should be designed a minimum of 8 feet in width, to accommodate passage of two stretchers and/or wheelchairs, equipment or beds.

C.  Corridors for Urgent Care Clinic should be designed a minimum of 6 feet in width, to accommodate passage of stretchers and/or wheelchairs, equipment or beds.

D.  Per HIPAA, patient confidentially should be maintained when providing personal information to interview clerks and/or other staff.

E.  Locate Emergency Services entrance adjacent to the building main entrance to minimize length of travel for patients and visitors.

F.  Patient care functional areas should be designed to provide flexibility in order to accommodate the widest variety of patient visit types. Treatment modules should be configured to provide the opportunity for other service teams to use adjacent space not currently being used as patient demand fluctuates.

G.  Configurations for Patient Room and Procedure space in an ED or UCC can be designed as pods, interlocking pods, a linear model, and as a racetrack model.

H.  The Mental Health Nurse /Charting Station should afford visibility and control of all visitors to the patient care unit and visual control of patients in Sub-Waiting area. It should be conveniently accessible to / from any point within the patient care unit with a maximum distance to the farthest patient room not exceeding 120 lineal feet. The Nurse Station and Sub-Waiting shall act as a buffer zone between the patient room and the corridor.

I.  The Mental Health Sub-Waiting, the Imaging Patient Dressing Area and the Imaging Patient Toilet should be arranged as a "waiting suite"; one for male and one for female. "Waiting Suites" should be located so that gowned patients have minimum travel distance to imaging rooms without visibility from public areas.

J.  The Mental Health Patient rooms will be designed to eliminate self-injury by the patient. The door from the patient room and for the bathroom will open out into the Sub-Waiting and will not have hardware on the interior (patient side) of the room.

K.  Ceilings in the Mental Health suite of rooms should be of tamper-resistant gypsum board. Air diffusers, lighting fixtures, fire suppression systems, and other required fixtures should be of the tamper resistant type.

L.  Security and safety devices should be tamper proof.

M.  The Imaging Sub-Waiting, the Imaging Patient Dressing Area and the Imaging Patient Toilet should be arranged as a "waiting suite"; one for male and one for female. "Waiting Suites" should be located so that gowned patients have minimum travel distance to imaging rooms without visibility from public areas.

N.  Shielding design for rooms containing radiation equipment has certain determinations that should be made in the design phase. Refer to Department of Veterans Affairs (VA) Office of Facilities Management Handbooks, Standards, Standard Details, and Design Guides for technical criteria.

O.  Refer to Department of Veterans Affairs (VA) Office of Facilities Management Handbooks, Standards, Standard Details, and Design Guides for technical criteria.

**9   FUNCTIONAL RELATIONSHIPS**
Relationship of Emergency Services to Services listed below:

**TABLE 2: FUNCTIONAL RELATIONSHIP MATRIX**

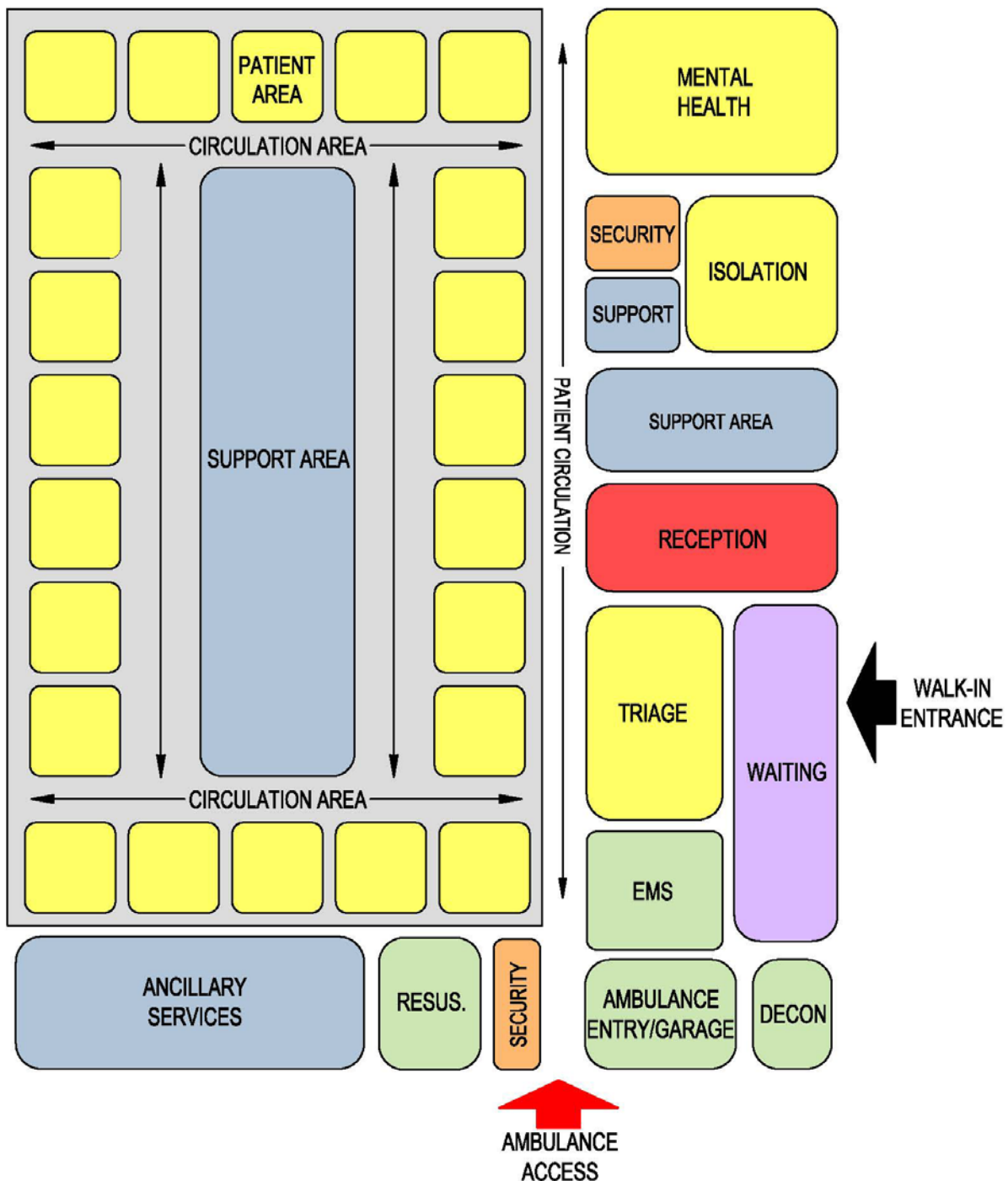| SERVICE | RELATIONSHIP | REASONS |
|---|---|---|
| Ambulatory Care | 3 | H |
| Audiology and Speech Pathology | 4 | H |
| Business Office | 4 | G |
| Canteen | 3 | H |
| Dental Services | 4 | H |
| Dialysis Center | 3 | H |
| Digestive Diseases Program – Endoscopy Suite | 3 | H |
| ENT Clinic | 4 | H |
| Eye Clinic | 4 | H |
| Intensive Care Nursing Units | 1 | C, G, H |
| Laboratory Services | 3 | C, G, H |
| Lobby | 1 | C, H |
| Mental Health & Behavioral Patient Care Units | 3 | C, G, H |
| MS&N Nursing Units | 3 | H |
| Nuclear Medicine Services | 3 | C, G, H |
| Nursing Service Administration | 4 | G |
| Pharmacy Service | 3 | C, G, H |
| Physical Medicine and Rehabilitation | 3 | H |
| Police and Security Service | 1 or 2 | J |
| Prosthetic & Sensory Aids Service | 4 | H |
| Radiology Services | 3 | C, G, H |
| Spinal Cord Injury Center (SCI) | 3 | H |
| Supply Processing & Distribution | 3 | B, G, I |
| Surgical Nursing Units | 3 | C, G, H |
| Veterans Assistance Unit | 3 | H |
| Women Veterans Clinical Service | 2 | C, G, H |

Legend:

Relationship:
1.   Adjacent
2.   Close / Same Floor
3.   Close / Different Floor Acceptable
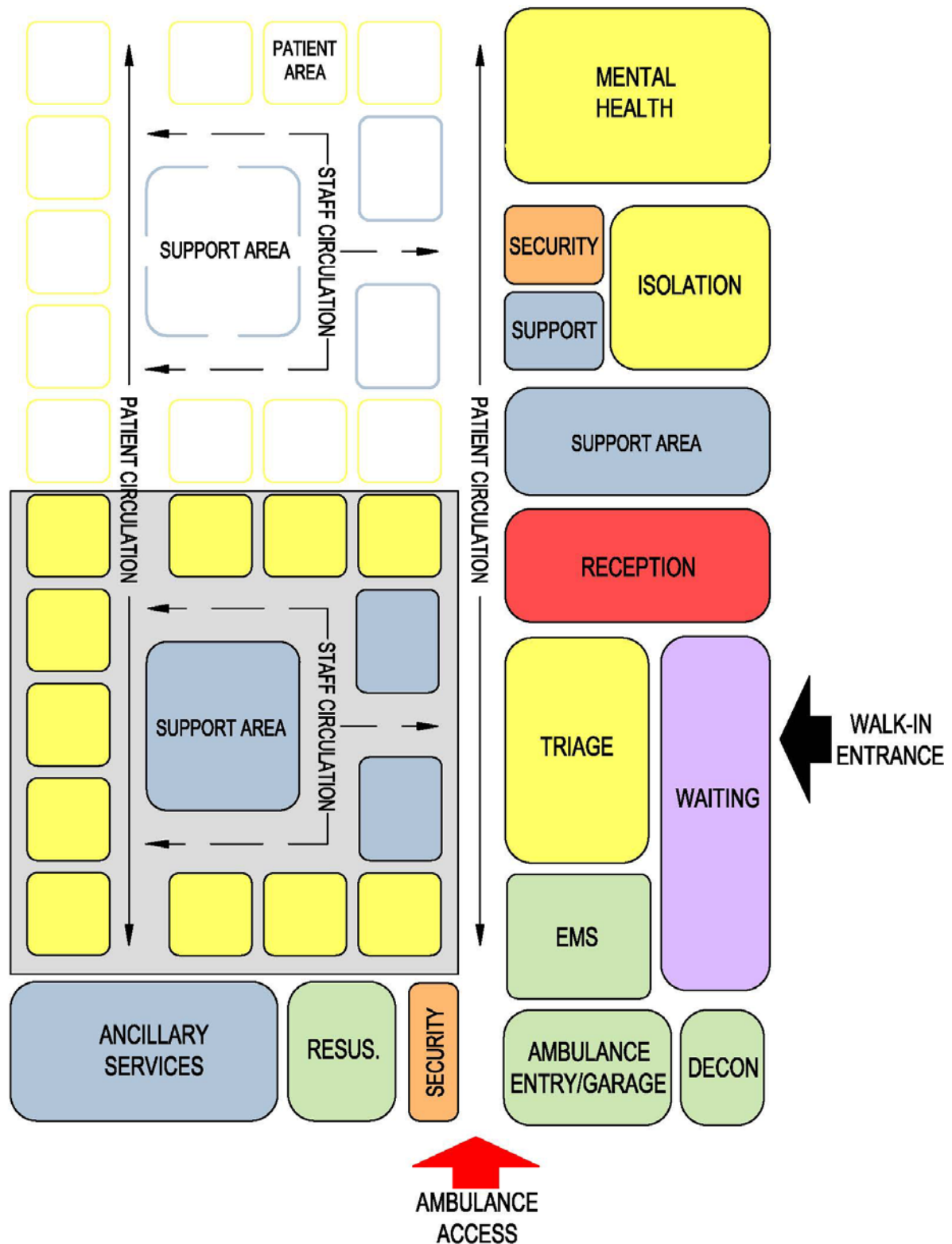4.   Limited Traffic
5.   Other VA Facility

Reasons:
A.  Common use of resources
B.  Accessibility of supplies
C.  Urgency of contact
D.  Noise or vibration
E.  Presence of odors or fumes
F.  Contamination hazard
G.  Sequence of work
H. Patient's convenience
I.  Frequent contact
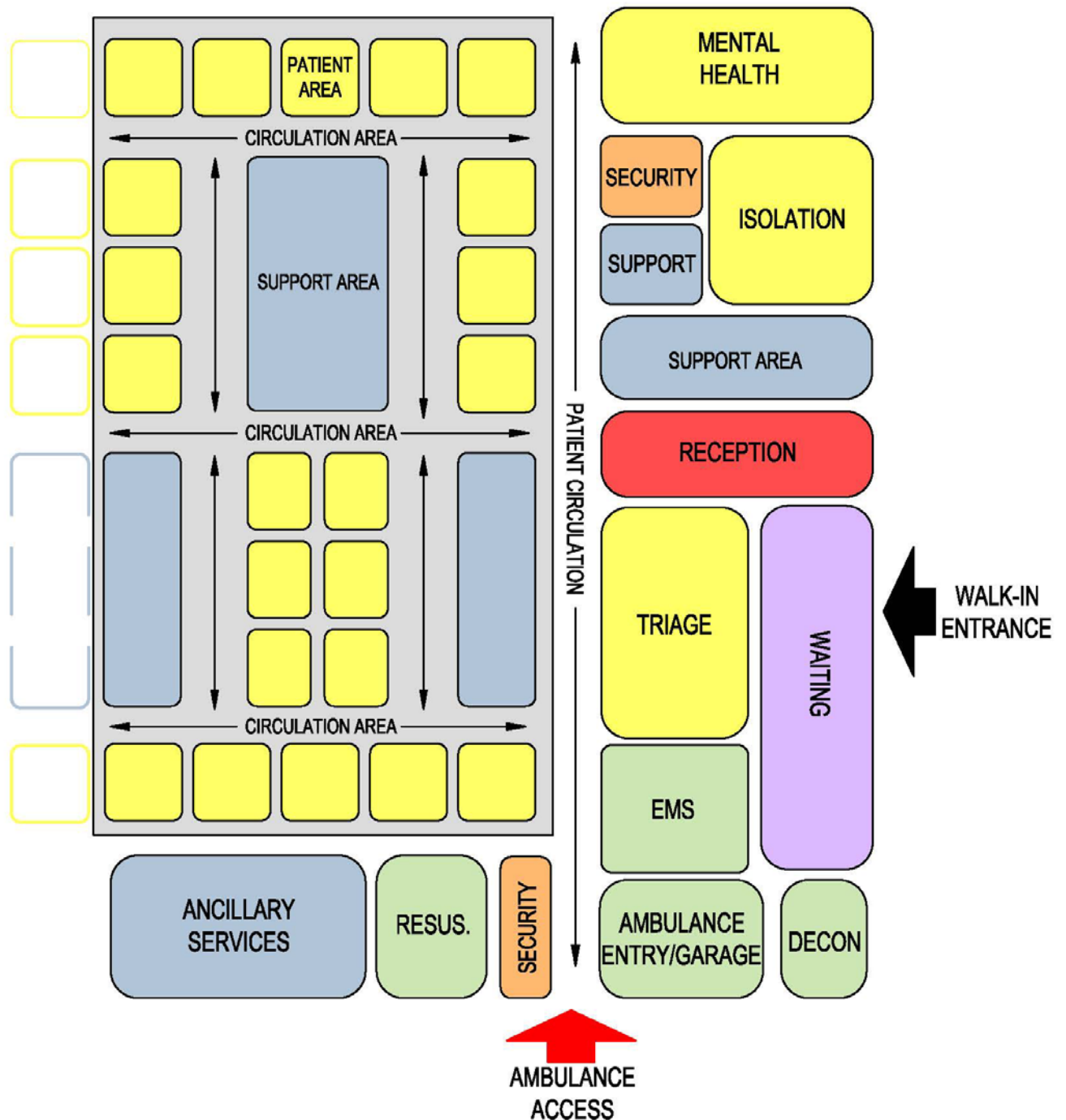J. Need for security
K. Others (specify)
L. Closeness inappropriate

## 10  FUNCTIONAL DIAGRAM: Race Track Configuration

## 11  FUNCTIONAL DIAGRAM: Pod Configuration

## 12  FUNCTIONAL DIAGRAM: Interlocking Pod Configuration

## 13 FUNCTIONAL DIAGRAM: Linear Configuration